



New Jersey Department of Children and Families Policy Manual

Manual:	CP&P	Child Protection and Permanency	Effective Date:
Volume:	III	Case Management	
Chapter:	C	Case Oversight & Management	4-23-2012
Subchapter:	2	Services	
Issuance:	150	Service Provision	

Service Provision

1-1-79

Services to protective service clients are provided to protect the child, reduce stressful situations within the family and increase the family's abilities to function more adequately without the constant and ongoing intervention of a social service agency.

Continuous Assessment

1-1-79

During the course of service delivery, the worker must continue to investigate and assess the child's condition and the family functioning for the continued protection of the child and to insure that the services being delivered are pertinent and effective. The worker must determine if there is a need to deliver protective services to children born into a family during the course of service provision.

Fair Hearing Rights

1-1-79

Services which are an integral part of the PRS service plan and which are not requested by the client are not subject to the Title XX Fair Hearing process. Services which are requested by the client, whether or not they are an integral part of the PRS service plan, are subject to Fair Hearing process when service is requested, denied, reduced, or terminated.

Contracting With the Client

1-1-79

It is important for the protection of the child, the reduction of stressful situations, and the development of the family's abilities to function more adequately, that the client know what is expected of him and take part in decisions that affect him. The worker and the client should develop together a contract which has realistic objectives directed toward goals of protection of the child, reduction of stress, and better social and emotional functioning for the entire family. The contract should be expressed in terms that are clearly understood by both the client and the worker.

The worker must make every effort to help parents be aware of their part in the process of attaining and maintaining a safe environment for the child. The worker can achieve

this in part by involving the parents in the development of the case service plan. The worker can involve the parent from the very beginning by deciding or developing with the client all the alternatives and allowing the client to choose the one most acceptable to him. The worker may present a basic plan to the client as a foundation for further discussion to develop details to suit the particular family.

Contract Content

3-6-86

An acknowledgment of understanding should be made with the client so that both the client and the worker know what is expected of them and what goals are expected to be achieved. This acknowledgement is recorded on CP&P Form [26-81](#), Family Summary/Case Plan, and should consist of identifying and agreeing upon:

- what the problems are;
- which of the problems are most important and amenable to treatment;
- what are the strengths and weaknesses of the family;
- what the objectives are in relationship to each problem;
- what must be done to achieve objectives;
- responsibilities of the Worker expressed in concrete behavioral terms;
- responsibilities of the client expressed in concrete behavioral terms;
- the time frame within which the objectives will be met; and
- the consequences for either party if the agreed upon responsibilities are not met.

This will include a description of the authority and responsibilities of CP&P to file a complaint with the court if there is evidence of abuse or neglect and the parent has not taken necessary and sufficient action to correct the situation as specified in the contract.

Contract Renegotiation

3-6-86

The contract is renegotiated no less frequently than once every six months. The client should be informed from the beginning of the worker's willingness to consider renegotiation. Renegotiation will help to avoid failure to meet responsibilities when objectives prove to be unrealistic. This would include situations where unforeseen circumstances do not allow the worker or the client to follow through with a responsibility.

Types of Service

3-6-86

Services available will vary from district to district and community to community. Services may be provided directly by Local Office personnel or other Agency resources or may be purchased for the client or by the client from a service resource within the community, with monitoring and planning done by the worker. Services can be grouped into four major categories:

- **Advocacy:** Advocacy occurs when a client's physical environment or needs are contributing to anxiety or unhealthy living conditions, and the worker helps to alleviate the problem by acting on the client's behalf to obtain better housing, better job opportunities, medical care, welfare or other financial benefits to which the client might be entitled. The worker might also help the client by obtaining concrete services for specific needs, e.g., day care or homemaker services.
- **Counseling and Therapy:** Therapeutic services are provided to improve the client's personal and interpersonal development. Services may be provided by social workers, lay therapists, psychologists or psychiatrists.
- **Education:** Education enables the client to more adequately meet his own and his family's needs. This includes family life education as well as specific formal remedial education.
- **Monitoring/Case Management:** This is a part of every case plan from beginning to end. Monitoring/case management consists of regular interviews with the parent and child to assess the condition of the child and home as well as to determine the progress of the treatment, to revise the case plan if necessary, and to determine when to terminate. It also includes reviewing reports and interviewing other persons involved with treatment of the case to assess progress.

EMERGENCY CHILD CARE FUNDS FOR BIRTH FAMILIES

9-16-2005

Emergency Child Care Funds for Birth Families are accessible to staff at the Local Office level to meet the emergency child care needs of birth families and to support the case plan/safety plan. These funds allow immediate access to child care for birth families in order to decrease risk and increase safety of the child and prevent out-of-home placement. These services are also identified through Family Team Meeting. The funds are available for a maximum of three months. Use of the funds beyond three months requires approval by the Area Office Director.

Distribution of Emergency Child Care Funds for Birth Families is arranged through a contract with Atlanticare Behavioral, who currently provides broker services to the Children's System of Care (CSOC) and the Division of Child Protection and Permanency.

The Worker Uses Emergency Child Care Funds for Birth Families - These funds are only used for child care services available through a **licensed** child care provider. This includes a registered family day care provider or a licensed child care facility. During the three month period, the case plan includes working with the family to provide more permanent child care services, if needed. The Worker also assists the family in finding a permanent child care arrangement and provides the family with information regarding other child care services such as Abbott, Head Start, or pre-school handicapped programs that are available through the local Child Care Resource and Referral (CCR&R) agency.

Families collecting TANF should be referred to TANF child care services. Once the permanent child care arrangements are made, the Worker coordinates the beginning date of the voucher and the ending date of the Emergency Child Care funding so that there is no over-payment.

Verification - The Worker verifies that the child is attending day care on a regular basis. Record the verification on the CP&P Form [26-52](#), Contact Sheet.

REQUESTING EMERGENCY CHILD CARE FUNDS FOR BIRTH FAMILIES 9-16-2005

CP&P Form [16-76](#), Special Approval Request (SAR) - Complete the SAR for approval on a monthly basis. This means that the Worker processes a SAR for every month that the child is receiving child care services on an emergency basis.

PROCEDURES FOR REQUESTING EMERGENCY CHILD CARE FUNDS 9-16-2005

RESPONSIBILITY	ACTION REQUIRED
----------------	-----------------

Child's Worker	<ol style="list-style-type: none"> 1. Complete the CP&P Form 16-76, SAR, to request Emergency Child Care Funds for Birth Families. 2. Include the following information in the "Circumstances/Justification" section of the SAR: <ul style="list-style-type: none"> • The purpose of the requested service • Whether the need for Emergency Child Care Funds helps achieve tasks established in a Family Team Meeting • The connection between the request and the case plan. 3. Enter "Emergency Child Care Funds for Birth Families" as the "Type of Request" on the SAR under "Other (Specify)". Indicate the amount of the request.
Supervisor	<ol style="list-style-type: none"> 4. Review the SAR along with the individual case plan, Family Team Meeting report, child assessment(s), and/or other relevant reports. Approve or deny the request. Forward the approved request to Casework Supervisor.
Casework Supervisor	<ol style="list-style-type: none"> 5. Approve or deny the SAR. 6. Forward the approved request to the Local Office Management Assistant for processing.
Local Office Management Assistant/Designee	<ol style="list-style-type: none"> 7. Record receipt of the SAR in the tracking log identified for Emergency Child Care Funds for Birth Families. Verify whether there are adequate funds in the balance of the allocation. Compare monthly spending to one third of quarterly

	allocation. Forward the request to the Local Office Manager/Designee.
Local Office Manager/Designee	8. Approve or deny a request. If approved, forward a copy of the request to the Area Business Manager. If the request exceeds the three month time period, forward the request to the Area Office Director for approval.
Area Office Director	9. Approve or deny all requests that exceed the three month limit. If approved, forward a copy of the request to the Area Business Manager.
Area Business Manager	10. Review the request and verify that adequate funds are available. If adequate funds are not available, notify the Area Director and the Local Office Manager.
Local Office Manager/Designee	11. Forward the approved request to the Management Assistant for processing.
Local Office Management Assistant/Designee	12. Fax the SAR to the Fiscal Broker. Retain and maintain a file of the original Special Approval Request.

Fiscal Broker	<p>13. Notify the Management Assistant, via e-mail, to confirm receipt of the SAR. Verify payment information, assign a tracking number to the request, and advise the Management Assistant of the tracking number.</p> <p>14. Issue a check within the following time frames based on the time the request is received:</p> <ul style="list-style-type: none"> • Emergent service request - within 24 hours • Arranged service request - within 48 hours <p>15. Confirm whether the Local Office representative will pick up the check or, for emergent requests, whether to send the check via overnight mail to the Management Assistant.</p> <p>16. Indicate the tracking number on the check.</p>
Local Office Management Assistant/Designee	<p>17. Print the e-mail confirmation received from the Fiscal Broker and attach it to the SAR.</p> <p>18. Record receipt of the check, check number, and assigned tracking number in the tracking log.</p> <p>19. Deliver the check along with a copy of the SAR to the Worker</p> <p>20. Submit a copy of the tracking log identified for Emergency Child Care Funds for Birth Families electronically to the Area Business Manager and the Office of Contract Administration, in Central Office, on the first business day of each month.</p>

Child's Worker	<ol style="list-style-type: none"> 21. Deliver the check to the payee (licensed Child Care Agency) and attach the receipt for goods or service to the SAR. File the SAR in the child's case record. 22. When the Check is given directly to a birth family, the receiver indicates receipt of the check by signing a copy of the SAR. File the signed copy of the SAR in the child's case record. 23. Once permanent child care arrangements have been secured, coordinate the starting date of the voucher for permanent child care payments with the ending date of the Emergency Child Care funding to avoid a duplication of payment. 24. Verify that the child is attending day care on a regular basis. Record the verification in NJS, in a Contact Activity Note.
----------------	---

TRANSPORTING CHILDREN WITH DISABILITIES 4-23-2012

The Worker determines if the child needs special transportation - If the removal involves an open CP&P case, review the CP&P Form [11-3](#), Pre-Placement/Re-Placement Assessment, and CP&P Form [11-10](#), Health Passport and Placement Assessment, if applicable, to determine whether the child has a disability which requires special transportation for general purposes.

Determine if the child has an existing case/contract with the local Mobility Assistance Transportation (MAV) provider through Medicaid or other insurance to facilitate transportation. See the list of Medical Assistance Customer Centers to contact the local MAV at

http://www.state.nj.us/humanservices/dmahs/info/resources/macc/MACC_Directory.pdf.

If there is no existing contract, consult with the Resource Development Specialist for assistance in obtaining proper transportation. Do not transport a child with a disability in a vehicle that does not accommodate for the disability. See [CP&P-V-A-3-100](#).

Methods of Service Provision

1-1-79

Services may be provided to the client in a variety of ways. They may be provided directly by Local Office staff, purchased from another agency, through information and referral, or by contract. Determination of method varies according to availability of services in the county, client's needs, etc.

If it is decided that the client requires a service that will be provided by another agency, the worker has the responsibility to arrange for that service or help the client arrange for that service. The worker and his supervisor may determine that his role is to monitor the service delivered and will, thus, have contact with the client through written and oral communications with the service delivery source and a limited contact schedule. When the worker is delivering services to a client in conjunction with another provider, the worker will act as coordinator of the services delivered.

Service Termination

1-1-79

When a service plan is established, CP&P has the ultimate responsibility to carry out the plan and change or terminate the plan as the case progresses. Decisions to make major changes in service, including termination of a service or all services to a client, should be made by the worker in conjunction with his supervisor and the client. If another service provider is involved, the opinion of that provider should be considered, but the ultimate decision is up to CP&P unless it is a court ordered service or court ordered change in the case plan. CP&P must comply with court orders or seek relief through court action.

Parents Anonymous

1-1-79

CP&P provides technical assistance to Parents Anonymous (P.A.) groups to assist them in becoming operational. This assistance is limited to giving information and technical advice as well as short-term financial help for supplies, office space and minor expenditures. P.A. groups should be referred to other community resources for help whenever possible and CP&P should only be involved on a short-term basis to help P.A. groups to become operational.

If P.A. requests a CP&P staff member to sponsor a unit, the staff member may do so provided he is acting as a private citizen, on his own time and not as a representative of CP&P. Because of the conflicting nature of role of staff member and sponsor, every attempt should be made to find another sponsor.

Agency expenditures for P.A. groups require the Local Office Supervisor or CWA Director's approval and are limited to a period of six months. The expenses are submitted on form AA-100.

Procedures Related to Service Provision

1-1-79

RESPONSIBILITY	ACTION REQUIRED
Worker	<ol style="list-style-type: none"> 1. Discuss with the client the need for a contract between worker and client. 2. Develop with the client a worker-client contract. 3. Determine with the client priorities for action. 4. Advise the client that contracts are renegotiable. 5. Consider with the client the types and kinds of services that would best meet the client's needs. 6. Determine the kinds of services to be provided and the method of service provision. 7. Implement service plan. 8. Coordinate with all service providers to insure that services delivered are relevant and effective. 9. Evaluate on a continuous basis the service needs of the client, relative to the goals and objectives of the service plan and contract.
Worker, Assistant Supervisor and Service Provider	<ol style="list-style-type: none"> 10. Revise service plan as necessary. 11. In conjunction with the client, determine appropriateness and timing of termination.